

876007/07/04

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: HUMAN RELATIONS MANAGER

DEFINITION

Under general direction, to administer, coordinate, and perform community relations activities; to assist the City Manager in a variety of administrative tasks, analyses, and studies as assigned; and to do related work as required.

REPORTS TO: City Manager

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Human Resources Director. Exercises general supervision over professional, para-professional and administrative support staff, as assigned.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Develop, implement, coordinate, and maintain programs and activities which focus upon various community problems (social and economic) and the improvement of inter-group relations within the City.
- Provide staff support for the Human Relations Commission and to activities which the commission oversees.
- Represent community relations with City departments and divisions, other governmental agencies, and with the private sector.
- Participate in the development of goals and programs for the Human Relations Commission.
- Respond to citizen complaints and requests for information pertaining to Community/Human Relations issues.
- Participate in the development and monitoring of the division budget.
- Coordinate special City programs for community participation and/or dissemination of community information to the public.
- May manage a variety of grants to community service agencies.
- Act as liaison with City departments and the County government concerning problems of the homeless.
- Represent the City in the community and at professional meetings as required, explaining City policies and programs as required.
- Supervise, train, and evaluate subordinates, as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of public administration.
- Individual and group dynamics including volunteers and community-based organizations.
- Community and multi-cultural structures, issues, and tensions.

- Research techniques, sources, and availability of information, and methods of report presentation.
- Applicable federal, state, and local laws, rules and regulations pertaining to local government operations.

Ability to:

- Analyze a variety of complex problems with emphasis on those related to community relations, political, and social processes, and community needs.
- Communicate clearly and concisely, orally and in writing.
- Properly interpret and make decisions in accordance with laws, regulations, and policies.
- Work effectively with diverse, multi-cultural, religious groups.
- Supervise, train, and evaluate subordinates.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major work in public administration, sociology, political science, or a closely related field.

Experience: Three years of work experience in public administration that preferably includes responsibility for community relations and complaint processing; the development, administration and delivery of social oriented community based programs; and working with culturally and ethnically diverse groups.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operators license.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Human Relations Manager

TO: